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**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

DEONDRE RAGLIN,
Plaintiff,

vs.

ARTESIA MANOR, LLC; and DOES 1 to
10,
Defendants.

Case No.:

COMPLAINT FOR INJUNCTIVE
RELIEF AND DAMAGES FOR
VIOLATION OF:

1. AMERICANS WITH DISABILITIES
ACT, 42 U.S.C. §12131 et seq.;
2. CALIFORNIA'S UNRUH CIVIL
RIGHTS ACT, CAL CIV. CODE §§ 51 -
52 et seq.;
3. CALIFORNIA'S DISABLED
PERSONS ACT, CAL CIV. CODE §54 et
seq.
4. CALIFORNIA'S UNFAIR
COMPETITION ACT, CAL BUS & PROF
CODE § 17200, et seq.
5. NEGLIGENCE

Plaintiff DEONDRE RAGLIN ("Plaintiff") complains of Defendants ARTESIA
MANOR, LLC; and DOES 1 to 10 ("Defendants") and alleges as follows:

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1 the things alleged herein was acting with the knowledge and consent of the other
2 Defendants and within the course and scope of such agency or employment relationship.

3 8. Whenever and wherever reference is made in this Complaint to any act or
4 failure to act by a defendant or Defendants, such allegations and references shall also be
5 deemed to mean the acts and failures to act of each Defendant acting individually, jointly
6 and severally.

7 **FACTUAL ALLEGATIONS**

8 9. In or about March of 2022, Plaintiff visited the Business. The Business is a
9 restaurant business establishment, which is open to the public, and is a place of public
10 accommodation and affects commerce through its operation. Defendants provide parking
11 spaces for customers.

12 10. While attempting to enter the Business during each visit, Plaintiff personally
13 encountered a number of barriers that interfered with his ability to use and enjoy the
14 goods, services, privileges, and accommodations offered at the Business. To the extent
15 of Plaintiff's personal knowledge, the barriers at the Business included, but were not
16 limited to, the following:

- 17 a. Defendant failed to maintain the parking space designated for persons
18 with disabilities to comply with the federal and state standards.
19 Defendants failed to provide the access aisles with level surface
20 slopes.
- 21 b. Defendant failed to maintain the parking space designated for persons
22 with disabilities to comply with the federal and state standards.
23 Defendants failed to provide a proper ramp for the persons with
24 disabilities.

25 11. These barriers and conditions denied Plaintiff the full and equal access to the
26 Business. Plaintiff wishes to patronize the Business. However, Plaintiff is deterred from
27 visiting the Business because his knowledge of these violations prevents him from
28 returning until the barriers are removed.

12. Based on the violations, Plaintiff alleges, on information and belief, that there are additional barriers to accessibility at the Business after further site inspection. Plaintiff seeks to have all barriers related to his disability remedied. *See Doran v. 7-Eleven, Inc.* 524 F.3d 1034 (9th Cir. 2008).

13. In addition, Plaintiff alleges, on information and belief, that Defendants knew that particular barriers render the Business inaccessible, violate state and federal law, and interfere with access for the physically disabled.

14. At all relevant times, Defendants had and still have control and dominion over the conditions at this location and had and still have the financial resources to remove these barriers without much difficulty or expenses to make the Business accessible to the physically disabled in compliance with ADDAG and Title 24 regulations. Defendants have not removed such barriers and have not modified the Business to conform to accessibility regulations.

FIRST CAUSE OF ACTION

VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990

15. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

16. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases, or leases to, or operates a place of public accommodation. *See* 42 U.S.C. § 12182(a).

17. Discrimination, *inter alia*, includes:

- a. A failure to make reasonable modification in policies, practices, or procedures, when such modifications are necessary to afford such goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the entity can demonstrate that making such modifications would fundamentally alter the nature of

1 such goods, services, facilities, privileges, advantages, or
2 accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).

3 b. A failure to take such steps as may be necessary to ensure that no
4 individual with a disability is excluded, denied services, segregated or
5 otherwise treated differently than other individuals because of the
6 absence of auxiliary aids and services, unless the entity can
7 demonstrate that taking such steps would fundamentally alter the
8 nature of the good, service, facility, privilege, advantage, or
9 accommodation being offered or would result in an undue burden. 42
10 U.S.C. § 12182(b)(2)(A)(iii).

11 c. A failure to remove architectural barriers, and communication barriers
12 that are structural in nature, in existing facilities, and transportation
13 barriers in existing vehicles and rail passenger cars used by an
14 establishment for transporting individuals (not including barriers that
15 can only be removed through the retrofitting of vehicles or rail
16 passenger cars by the installation of a hydraulic or other lift), where
17 such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

18 d. A failure to make alterations in such a manner that, to the maximum
19 extent feasible, the altered portions of the facility are readily
20 accessible to and usable by individuals with disabilities, including
21 individuals who use wheelchairs or to ensure that, to the maximum
22 extent feasible, the path of travel to the altered area and the
23 bathrooms, telephones, and drinking fountains serving the altered
24 area, are readily accessible to and usable by individuals with
25 disabilities where such alterations to the path or travel or the
26 bathrooms, telephones, and drinking fountains serving the altered
27 area are not disproportionate to the overall alterations in terms of cost
28 and scope. 42 U.S.C. § 12183(a)(2).

1 18. Where parking spaces are provided, accessible parking spaces shall be
2 provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every
3 eight accessible spaces, but not less than one, shall be served by an access aisle 96 in
4 (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA
5 Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall
6 be van parking space. 2010 ADA Standards § 208.2.4.

7 19. Under the 1991 Standards, parking spaces and access aisles must be level
8 with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2.
9 Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles
10 shall be part of an accessible route to the building or facility entrance and shall comply
11 with 4.3. Two accessible parking spaces may share a common access aisle. Parked
12 vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces
13 and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all
14 directions. 1991 Standards § 4.6.3.

15 20. Here, the access aisles are not level with the parking spaces. Under the 2010
16 Standards, access aisles shall be at the same level as the parking spaces they serve.
17 Changes in level are not permitted. 2010 Standards § 502.4. “Access aisles are required
18 to be nearly level in all directions to provide a surface for transfer to and from vehicles.”
19 2010 Standards § 502.4 Advisory. *Id.* No more than a 1:48 slope is permitted.

20 21. The cross slope of ramp surfaces shall be no greater than 1:50. Ramp
21 surfaces shall comply with 4.5. 1991 Standards § 4.8.6. Ramps and landings with drop-
22 offs shall have curbs, walls, railings, or projecting surfaces that prevent people from
23 slipping off the ramp. Curbs shall be a minimum of 2 in (50 mm) high. 1991 Standards §
24 4.8.7. Outdoor ramps and their approaches shall be designed so that water will not
25 accumulate on walking surfaces. 1991 Standards § 4.8.8. Ground and floor surfaces
26 along accessible routes and in accessible rooms and spaces including floors, walks,
27 ramps, stairs, and curb ramps, shall be stable, firm, slip-resistant, and shall comply with
28 4.5. 1991 Standards § 4.5.1.

1 22. Here, Defendants failed to provide a compliant ramp for the access aisle.

2 23. A public accommodation shall maintain in operable working condition those
3 features of facilities and equipment that are required to be readily accessible to and usable
4 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a). By failing to
5 maintain the facility to be readily accessible and usable by Plaintiff, Defendants are in
6 violation of Plaintiff's rights under the ADA and its related regulations.

7 24. The Business has denied and continues to deny full and equal access to
8 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be
9 discriminated against due to the lack of accessible facilities, and therefore, seeks
10 injunctive relief to alter facilities to make such facilities readily accessible to and usable
11 by individuals with disabilities.

12 **SECOND CAUSE OF ACTION**

13 **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

14 25. Plaintiff incorporates by reference each of the allegations in all prior
15 paragraphs in this complaint.

16 26. California Civil Code § 51 states, "All persons within the jurisdiction of this
17 state are free and equal, and no matter what their sex, race, color, religion, ancestry,
18 national origin, disability, medical condition, genetic information, marital status, sexual
19 orientation, citizenship, primary language, or immigration status are entitled to the full
20 and equal accommodations, advantages, facilities, privileges, or services in all business
21 establishments of every kind whatsoever."

22 27. California Civil Code § 52 states, "Whoever denies, aids or incites a denial,
23 or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable
24 for each and every offense for the actual damages, and any amount that may be
25 determined by a jury, or a court sitting without a jury, up to a maximum of three times the
26 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any
27 attorney's fees that may be determined by the court in addition thereto, suffered by any
28 person denied the rights provided in Section 51, 51.5, or 51.6.

1 28. California Civil Code § 51(f) specifies, “a violation of the right of any
2 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)
3 shall also constitute a violation of this section.”

4 29. The actions and omissions of Defendants alleged herein constitute a denial
5 of full and equal accommodation, advantages, facilities, privileges, or services by
6 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.
7 Defendants have discriminated against Plaintiff in violation of California Civil Code §§
8 51 and 52.

9 30. The violations of the Unruh Civil Rights Act caused Plaintiff to experience
10 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory
11 damages as specified in California Civil Code §55.56(a)-(c).

12 **THIRD CAUSE OF ACTION**

13 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

14 31. Plaintiff incorporates by reference each of the allegations in all prior
15 paragraphs in this complaint.

16 32. California Civil Code § 54.1(a) states, “Individuals with disabilities shall be
17 entitled to full and equal access, as other members of the general public, to
18 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,
19 and physicians’ offices, and privileges of all common carriers, airplanes, motor vehicles,
20 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes
21 of transportation (whether private, public, franchised, licensed, contracted, or otherwise
22 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,
23 places of public accommodations, amusement, or resort, and other places in which the
24 general public is invited, subject only to the conditions and limitations established by
25 law, or state or federal regulation, and applicable alike to all persons.

26 33. California Civil Code § 54.3(a) states, “Any person or persons, firm or
27 corporation who denies or interferes with admittance to or enjoyment of public facilities
28 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an

1 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for
2 the actual damages, and any amount as may be determined by a jury, or a court sitting
3 without a jury, up to a maximum of three times the amount of actual damages but in no
4 case less than one thousand dollars (\$1,000) and any attorney's fees that may be
5 determined by the court in addition thereto, suffered by any person denied the rights
6 provided in Section 54, 54.1, and 54.2.

7 34. California Civil Code § 54(d) specifies, "a violation of the right of an
8 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also
9 constitute a violation of this section, and nothing in this section shall be construed to limit
10 the access of any person in violation of that act.

11 35. The actions and omissions of Defendants alleged herein constitute a denial
12 of full and equal accommodation, advantages, and facilities by physically disabled
13 persons within the meaning of California Civil Code § 54. Defendants have
14 discriminated against Plaintiff in violation of California Civil Code § 54.

15 36. The violations of the California Disabled Persons Act caused Plaintiff to
16 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for
17 statutory damages as specified in California Civil Code §55.56(a)-(c).

18 **FOURTH CAUSE OF ACTION**

19 **UNFAIR COMPETITION ACT**

20 37. Plaintiff incorporates by reference each of the allegations in all prior
21 paragraphs in this complaint.

22 38. Defendants have engaged in unfair competition, unfair or fraudulent
23 business practices, and unfair, deceptive, untrue or misleading advertising in violation of
24 the Unfair Competition Act. Bus & Prof. Code §§ 17200 *et seq.*

25 39. Defendants engage in business practices and policies that create systemic
26 barriers to full and equal access for people with disability in violation of state and federal
27 law.

1 40. The actions and omissions of Defendants are unfair and injurious to
2 Plaintiff, a consumer of the Business' goods and services. As a result of Defendants'
3 unfair business practice and policies, Plaintiff suffered injury in fact. Plaintiff was not
4 provided with goods and services provided to other consumers. Plaintiff seeks relief
5 necessary to prevent Defendants' continued unfair business practices and policies and
6 restitution of any month that Defendants acquired by means of such unfair competition,
7 including profits unfairly obtained.

8 **FIFTH CAUSE OF ACTION**

9 **NEGLIGENCE**

10 41. Plaintiff incorporates by reference each of the allegations in all prior
11 paragraphs in this complaint.

12 42. Defendants have a general duty and a duty under the ADA, Unruh Civil
13 Rights Act and California Disabled Persons Act to provide safe and accessible facilities
14 to the Plaintiff.

15 43. Defendants breached their duty of care by violating the provisions of ADA,
16 Unruh Civil Rights Act and California Disabled Persons Act.

17 44. As a direct and proximate result of Defendants' negligent conduct, Plaintiff
18 has suffered damages.

19 **PRAYER FOR RELIEF**

20 WHEREFORE, Plaintiff respectfully prays for relief and judgment against
21 Defendants as follows:

22 1. For preliminary and permanent injunction directing Defendants to comply
23 with the Americans with Disability Act and the Unruh Civil Rights Act;

24 2. Award of all appropriate damages, including but not limited to statutory
25 damages, general damages and treble damages in amounts, according to proof;

26 3. Award of all reasonable restitution for Defendants' unfair competition
27 practices;
28

1 4. Reasonable attorney's fees, litigation expenses, and costs of suit in this
2 action;

3 5. Prejudgment interest pursuant to California Civil Code § 3291; and

4 6. Such other and further relief as the Court deems just and proper

5 **DEMAND FOR TRIAL BY JURY**

6 Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby
7 demands a trial by jury on all issues so triable.

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9 Dated: April 29, 2022

SO. CAL. EQUAL ACCESS GROUP

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12 By: /s/ Jason J. Kim
13 Jason J. Kim, Esq.
14 Attorneys for Plaintiff
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